

FIG. 1

/ 200

202 ✓ **Call Monitoring:** (select a Desk and click Begin Call)

210 ✓ **Desk Type:** ~ 212

Call Search: (enter your search criteria then click Find Call)

Internal Call ID: ~ 214
OR
Phone Number: ~ 216
OR
Desk Type: ~ 218
Vendor: ~ 220
Vendor Office: ~ 222
Call Date from: MM/DD/YYYY ~ 224
through: MM/DD/YYYY ~ 226
 ~ 228

206 ✓ **Reports:**

- ☐ Call Quality Report ~ 230
- ☐ QSS Quality Cumulative Report ~ 232
- ☐ Observations by Office Report ~ 234
- ☐ Auto-Zero Report ~ 236
- ☐ Observations with Initiatives Scored 'N' Report ~ 238
- ☐ Observations Scored 90% or Above Report ~ 240
- ☐ Follow Up Report ~ 242
- ☐ Hold Metrics Report ~ 244
- ☐ Call Center Agent Scoring Report ~ 246
- ☐ Repeat Call Report ~ 248
- ☐ Call Driver Report ~ 250
- ☐ Automated Report ~ 252

208 ✓ **Administrative:**

- ☐ Change your password
- ☐ Manage QSS Users
- ☐ Vendor Agent Management

FIG. 2

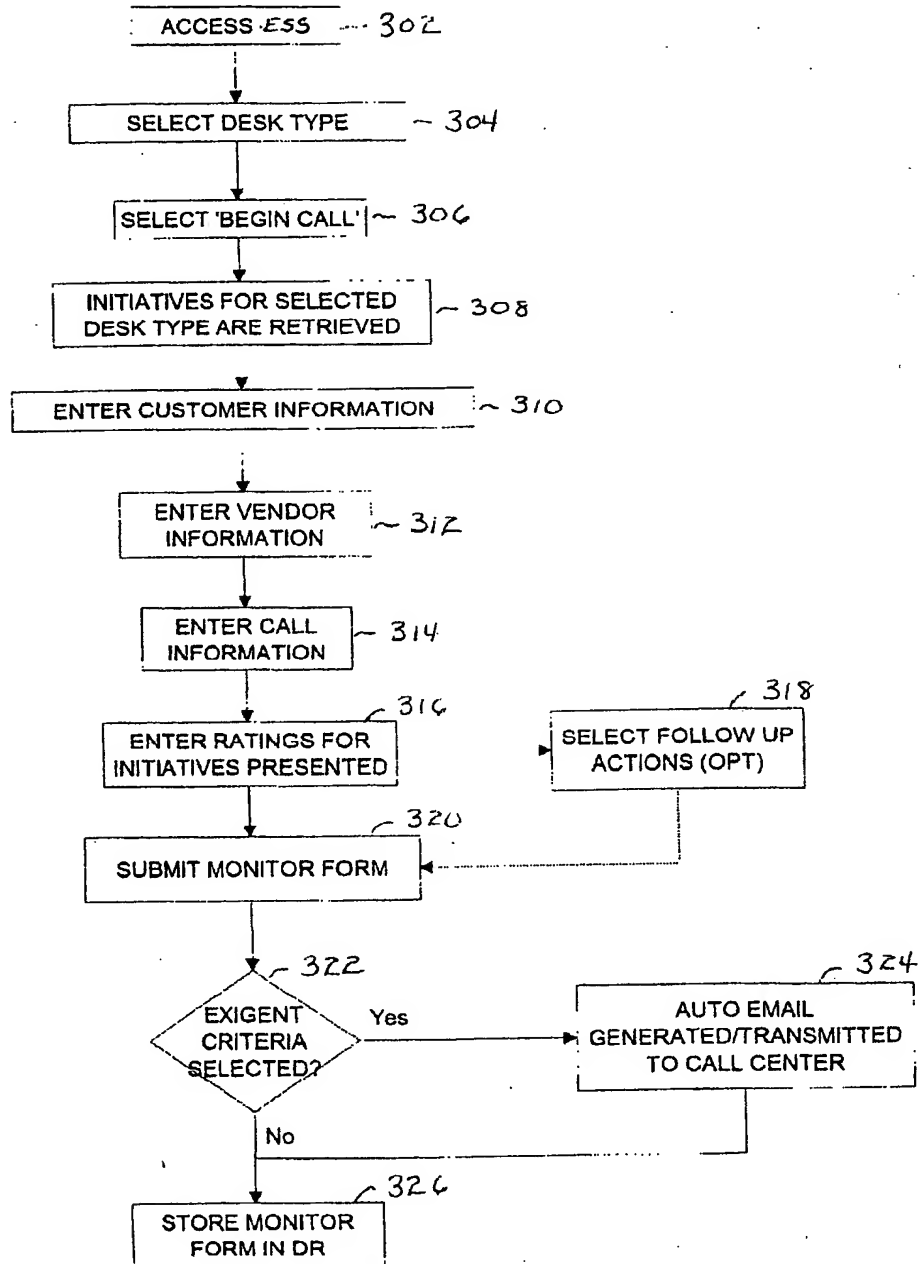


FIG. 3

400

Help Desk Observation Form

log off main menu on-line help

END CALL	Call Start Time: 18:55:11 Call Duration: 00:00:07	HOLD	Hold Start Time: 00:00:00 Hold Duration: 00:00:00	Hold History Start Duration No Holds Recorded
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408 Phone Number: 4045551212 Customer Type: DSL Residential Caller Type: 412 End User Installation Type: 414 Self Install

Vendor: N Lauderdale Help Desk
Office: N Lauderdale Help Desk
Agent: Anthony Curling
Agent Lead/Supervisor: Ed Chrispen
Other Agent:

416 Internal Call ID: 418 Monitoring Method: Live Call Type: 420 Repair/Maintenance Call Cause: 422 Customer
Call Category: 424 E-mail Cannot Send/Receive Email Call Sub-Category: 426 Configured Email Software Cell Resolution: 428 Resolved Email Account Issue
E-mail E-mail Account Issue Resolved Email Account Issue

430 432 Repeat Call Calibration Call 434

Previous Call Category: E-mail Previous Call Sub-Category: Cannot Send/Receive Email Previous Call Resolution: Answered Email Question
Repeat Type: Same Same Issue Repeat Count: 1

402
404
406

FIG. 4A

A METHOD, SYSTEM AND STORAGE MEDIUM FOR PROVIDING WEB-BASED QUALITY
ASSESSMENT, TRACKING, AND REPORTING SERVICES FOR CALL MONITORING

JAMES L. HAJJ ET AL

Attorney Docket No. 030413

Cantor Colburn LLP, 55 Griffin Road South, Bloomfield, CT 06002

400

Help Desk Observation Form

log off main menu on-line help

456 —

END CALL

Cell Start Time: 16:55:11

Cell Duration: 00:02:15

HOLD

Hold Start Time: 00:00:00

Hold Duration: 00:00:00

Hold History

Start Duration

No Holds Recorded

458 —

Category	Initiative	Score	Comments
440 —	Professional Greeting	<input checked="" type="radio"/> G <input type="radio"/> C	
	Communicates Appropriately	<input checked="" type="radio"/> G <input type="radio"/> C	
	Listen Effectively	<input checked="" type="radio"/> G <input type="radio"/> C	
	Display Empathy/ Manner	<input checked="" type="radio"/> G <input type="radio"/> C	
	No Gross Excessive Hold Time	<input checked="" type="radio"/> G <input type="radio"/> C	
	Followed Correct Hold Procedures	<input checked="" type="radio"/> G <input type="radio"/> C	
	Professional Closing	<input checked="" type="radio"/> G <input type="radio"/> C	
	No Gross Abuse	<input checked="" type="radio"/> G <input type="radio"/> C	
448 {	Save Service	<input checked="" type="radio"/> G <input type="radio"/> C	
	Ask & Recap TN	<input checked="" type="radio"/> G <input type="radio"/> C	
	Ask Name/Addr/Relshp to Acct Holder	<input checked="" type="radio"/> G <input type="radio"/> C	
	Correct Troubleshooting	<input checked="" type="radio"/> G <input type="radio"/> C	
	Notations Made	<input checked="" type="radio"/> G <input type="radio"/> C	
	Notations Correct	<input checked="" type="radio"/> G <input type="radio"/> C	
	Quoted Dispatch Fee Disclosure	<input checked="" type="radio"/> G <input type="radio"/> C	
	Issue Resolved	<input checked="" type="radio"/> G <input type="radio"/> C	
442 —	Dispatched Appropriately	<input checked="" type="radio"/> G <input type="radio"/> C	
	RMA Quoted	<input checked="" type="radio"/> G <input type="radio"/> C	
	Dispatch Code	<input checked="" type="radio"/> G <input type="radio"/> C	
	Confirms Surf/Email	<input checked="" type="radio"/> G <input type="radio"/> C	
	Knowledgeable	<input checked="" type="radio"/> G <input type="radio"/> C	
	Commitment Promised	<input checked="" type="radio"/> G <input type="radio"/> C	
	Commitment Met	<input checked="" type="radio"/> G <input type="radio"/> C	
	Referral to External Resources	<input checked="" type="radio"/> G <input type="radio"/> C	
444 —	Escalated Properly	<input checked="" type="radio"/> G <input type="radio"/> C	
	Transferred Appropriately	<input checked="" type="radio"/> G <input type="radio"/> C	
	Follow Up Reason(s):	<p>Follow Up Required</p> <p>Follow Up Date:</p>	
	Follow Up Description:	<p>Notations</p> <p>Issue resolved</p> <p>Commitment met</p> <p>Repeat 3 days</p>	
	Comment:		
	462		
	464		
	468		

470

Submit Reset

FIG. 4B